

Substitute for form 1449/PTO				Complete if Known	
				Application No.:	10/782,311
				Filing Date	February 18, 2004
				First Named Inventor	Jeremy R. Lent
				Art Unit	3624
				Examiner Name	Not Assigned
Sheet 1 of 1				Atty Docket No.	NEXTP005C1

U.S. Patent Documents					
Examiner Initials	Cite No.	Document Number Number-Kind Code ( <i>if known</i> )	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
<i>JRL</i>	A.	5,372,507	12-13-1994	GOLEH	
	B.	5,764,916	06-09-1998	BUSEY et al.	
	C.	5,966,699	10-12-1999	ZANDI	
	D.	6,105,007	08-15-2000	NORRIS	
	E.	6,138,139	10-24-2000	BECK et al.	
	F.	6,144,991	11-07-2000	ENGLAND	
	G.	6,289,319	09-11-2001	LOCKWOOD	
	H.	6,324,524	11-27-2001	LENT et al.	
	I.	6,405,181	06-11-2002	LENT et al.	
	J.	6,449,646	09-10-2002	SIKORA et al.	
<i>JRL</i>	K.	2002/0016731	02-07-2002	KUPERSMIT	

FOREIGN PATENT DOCUMENTS					
Examiner Initials	Cite No.	Foreign Patent Document Country Code-Number-Kind Code ( <i>if known</i> )	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	L.	WO 99/44152	09-02-1999	EVES et al.	

NON PATENT LITERATURE DOCUMENTS					
Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published			
	M.	ANONYMOUS, AnswerSoft Announces Concerto; First to Combine Call Center Automation with Power of Web, Business Wire, February 3, 1997.			
	N.	JACQUELINE EMIGH, AnswerSoft Unveils Concerto for Web-Based Call Centers 02/05/96, Newsbytes, February 5, 1997.			
	O.	RICHARD GRIGONIS, Webphony-It's not just Callback Buttons Anymore, Computer Telephony, p.92, December, 1997.			
	P.	MARY WAGNER, Caring for Customers, Internet World, September 1, 1999.			
	Q.	JEFF SWEAT, Human Touch, A New Wave Of E-Service Offerings Blends The Web, Email, And Voice By Bringing People Back Into The Picture.			
	R.	KEITH KIRKPATRICK, The Electronic Exchange 2000.			
	S.	ANONYMOUS, InstantService.com Teams with Island Data to provide Intergrated Solution for Online Customer Response, Business Wire, May 22, 2000.			
	T.	SCOTT KERSNAR, Countywide Offers Proprietary Technology for Online Wholesale Lending, National Mortgage News, Vol.24, No. 38, p.8, June 5, 2000.			
<i>JRL</i>	U.	DOUGLAS ARMSTRONG, Firstar Web site helps add up future, Milwaukee Journal Sentinel, March 28, 1996.			

Examiner <i>John Mee</i>	Date Considered <i>10/31/04</i>
--------------------------	---------------------------------

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered.  
Include copy of this form with next communication to applicant.

<sup>T</sup>2 = Applicant is to place a check mark here if English language Translation is attached